

LAW OFFICES

LYON & LYON LLP

A LIMITED LIABILITY PARTNERSHIP
INCLUDING PROFESSIONAL CORPORATIONS

3200 PARK CENTER DRIVE, SUITE 1200

COSTA MESA, CALIFORNIA 92626

TELEPHONE: (714) 751-6606

FAX: (714) 751-8209

CHAD W. MILLER

cwmiller@lyonlyon.com

LOS ANGELES, CALIFORNIA OFFICE
633 West Fifth Street, Suite 4700
Los Angeles, California 90071-2066
Telephone: (213) 489-1600
Fax: (213) 955-0440

SAN DIEGO, CALIFORNIA OFFICE
4225 Executive Square, Suite 800
La Jolla, California 92037
Telephone: (858) 552-8400
Fax: (858) 552-0159

SAN JOSE, CALIFORNIA OFFICE
303 Almaden Boulevard, Suite 1150
San Jose, California 95110
Telephone: (408) 993-1555
Fax: (408) 287-2664

WHITE PLAINS, NEW YORK OFFICE
The Gateway Building
One North Lexington Avenue, Suite 1500
White Plains, New York 10601
Telephone: (914) 681-8851
Fax: (914) 686-4488

September 21, 1999

Mr. C. Todd Cook
West TeleServices Corporation
11808 Miracle Hills Drive
Omaha, NE 68154


RE: New Patent Application
For: EMPLOYEE SCHEDULING AND SCHEDULE
MODIFICATION METHOD AND APPARATUS
Lyon & Lyon Docket 233/265

Dear Todd:

Enclosed is a revised copy of the above-identified application we prepared on behalf of West Teleservices Corporation. During your review, please note any errors or omissions in the application. Further, please advise us if you have any other alternative embodiments or other features that are not in the application.

Should you have any questions, please do not hesitate to contact me.

Best regards,



Chad W. Miller

CWM/am
Enclosure

EXHIBIT F